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IN THE CLAIMS:~~Please add claims 21-23.~~

DH

Please amend the claims to read as indicated herein.

1. (Previously presented) A method carried out by a status engine for monitoring services of an information technology (IT) environment, wherein the method is based on a service model, wherein the service model includes service model elements, wherein each of the service model elements represents a service of the IT environment and is associated with a service model status, wherein the service model elements include at least one superordinate service model element and at least one subordinate service model element, the method comprising:

calculating a status of the at least one superordinate service model element, by considering status dependency and propagation between the service model elements within the service model, according to one or more rules,

wherein the status of the at least one superordinate service model element depends on a status of the at least one subordinate service model element,

wherein the rules define the dependency of the status of the at least one superordinate service model element on the status of the at least one subordinate service model element and a propagation of the status from the at least one subordinate service model element to the at least one superordinate service model element, and

wherein the rules include at least one of:

- a) a rule that is based on additional attributes of at least one of the service model elements other than the service model status;
- b) a rule that ignores the at least one subordinate service model element;
- c) a rule that is defined by a user on the basis of at least one of i) logical and ii)

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arithmetical operations of the status or the attributes of the at least one subordinate service model element; and

d) a rule that is programmed individually by a user.

2. (Previously presented) The method of claim 1, wherein the rules, when the status of the at least one superordinate service model element is calculated, include:

status propagation rules that each have as an input only one parameter, wherein the parameter is the status of the at least one subordinate service model element, and

status calculation rules that have as an input one or more parameters selected from the group consisting of: the propagated status of the at least one subordinate service model elements, messages coming from services of the IT environment, and additional attributes.

3. (Previously presented) The method of claim 1, wherein the calculation of the status of the at least one superordinate service model element depends on any combination of three different types of input data: the status of the at least one subordinate service model element, messages affecting the at least one superordinate service model element and the additional attributes of the service model elements.

4. (Previously presented) The method of claim 1, wherein the additional attributes can take values that are different from possible values of the status of the service model elements.

5. (Previously presented) The method of claim 1, wherein the status of the at least one superordinate service model element is only calculated if certain attributes of the at least one superordinate service model element are set.

6. (Previously presented) The method of claim 1, wherein specific subordinate service model elements of the at least one subordinate service model element are

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individually treated for the calculation of the status of the at least one superordinate service model element.

7. (Original) The method of claim 1, wherein user-specific external data is included in the rules.

8. (Original) The method of claim 1, wherein time of the day information is included in the rules.

9. (Previously presented) A computer system for monitoring services of an information technology (IT) environment, wherein the computer system monitors the services based on a service model, wherein the service model includes service model elements, wherein each of the service model elements represents a service of the IT environment and is associated with a service model status, wherein the service model elements include at least one superordinate service model element and at least one subordinate service model element, wherein a status of the at least one superordinate service model element depends on a status of the at least one subordinate service model element, the system comprising:

a status engine for calculating the status of at least one of the service model elements, wherein the status engine can calculate the status of the at least one superordinate service model element by considering status dependency and propagation between the service model elements within the service model, according to one or more rules;

a user interface for configuring the rules; and

a graphical display for visualizing monitoring results,

wherein the rules define the dependency of the status of the at least one superordinate service model element on the status of the at least one subordinate

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service model element and a propagation of the status from the at least one subordinate service model element to the at least one superordinate service model element, and

wherein the rules include at least one of:

a) a rule that is based on additional attributes of at least one of the service model elements other than the service model status;

b) a rule that ignores the at least one subordinate service model element;

c) a rule that is defined by a user on the basis of at least one of i) logical and ii) arithmetical operations of the status or the additional attributes of the at least one subordinate service model element; and

a rule that is programmed individually by a user.

10. (Original) The computer system of claim 9, wherein the interface for configuring the rules is a graphical user interface.

11. (Original) The computer system of claim 9, wherein the interface for configuring the rules is an application programming interface to other programming languages.

12. (Previously presented) The computer system of claim 9, wherein the interface for configuring the rules is a script programming language of which a syntax is provided by the status engine.

13. (Previously presented) The computer system of claim 9, wherein the status engine is capable of handling a graph structure of the IT network of services in which each of the services can have one or more depending services and one or more services on which each of the services depends.

14. (Original) The computer system of claim 9, wherein the dependencies between the services of the IT environment are visualized as a graphical representation.

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15. (Previously presented) The computer system of claim 14, wherein the status and status changes of the service model elements are visualized in a graphical representation.

16. (Previously presented) A computer program product including program code, when executed on a computer system, for carrying out, by a status engine, a method for monitoring services within an information technology (IT) environment,

wherein the method is based on a service model, wherein the service model includes service model elements, wherein each of the service model elements represents a service of the IT environment and is associated with a service model status, wherein the service model elements include at least one superordinate service model element and at least one subordinate service model element, and wherein the status of the at least one superordinate service model element depends on a status of the at least one subordinate service model element,

wherein the method includes calculating a status of the at least one superordinate service model element by considering status dependency and propagation between the service model elements within the service model according to one or more rules, wherein the rules define the dependency of the status of the at least one superordinate service model element on the status of the at least one subordinate service model element and a propagation of the status from the at least one subordinate service model element to the at least one superordinate service model element, and

wherein the rules include at least one of:

- a) a rule that is based on additional attributes of at least one of the service model elements other than the service model status;
- b) a rule that ignores the at least one subordinate service model element;
- c) a rule that is defined by a user on the basis of at least one of i) logical and ii) arithmetical operations of the status or additional attributes of the at least one subordinate service model element; and

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d) a rule that is programmed individually by a user.

17. (Original) The computer program product of claim 16, wherein the program code provides an interface to the user for configuring the rules.

18. (Previously presented) The computer program product of claim 17, wherein the interface for configuring the rules is a graphical user interface.

19. (Previously presented) The computer program product of claim 17, wherein the interface for configuring the rules is an application programming interface to other programming languages.

20. (Previously presented) The computer program product of claim 17, wherein the interface for configuring the rules is a script programming language of which syntax is provided by the status engine.

21. (Previously presented) The method of claim 1, wherein the status of at least one of the service model elements further depends on one or more messages coming from services of the IT environment and affecting the status of the at least one of the service model elements and wherein the rules further define the dependency of the status of the at least one of the service model elements on the messages.

22. (Previously presented) The computer system of claim 9, wherein the status of at least one of the service model elements further depends on one or more messages coming from services of the IT environment and affecting the status of the at least one of the service model elements and wherein the rules further define the dependency of the status of the at least one service model elements on the messages.

23. (Previously presented) The computer program product of claim 16, wherein the status of at least one of the service model element further depends on one or more messages coming from services of the IT environment and affecting the status of the at

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least one of the service model elements and wherein the rules further define the dependency of the status of the at least one of the service model elements on the messages.